



# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building  
10 Hazen Drive, Room 105  
Concord, New Hampshire 03305

Bruce G. Cheney, ENP  
*Executive Director*

Peter A. DeNutte, ENP  
*Assistant Director*

## BUREAU OF EMERGENCY COMMUNICATIONS

SEPTEMBER 6, 2002

### COMMISSION MEETING

Enhanced 9-1-1

#### Commission Members:

Chairman  
Chief Douglas Aiken  
NH Assoc. of Fire Chiefs

Vice-Chair  
Sheriff James D. Linehan  
NH Sheriff's Association

Secretary  
William Wood  
NH Division of EMS

Kathryn Bailey  
NH Public Utilities Comm

Paul Violette  
NH Telephone Association

Chief George Landry  
NH Fed. of Fire Mutual Aids

Jill Healey Wurm  
Verizon

David Caron  
NH Municipal Association

Captain George Valliere  
NH Police Officer

Major Frederick Booth  
NH Dept. of Safety

Richard Bernard  
Public Member

David Lang  
NH Firefighter

Chief Bradley J. Russ  
NH Assoc. of Police Chiefs

#### **PRESENT:**

Douglas Aiken, Chairman  
James Linehan, Vice Chair  
William Wood, Secretary  
Richard Bernard  
Jill Healey Wurm  
David Caron  
Kathryn Bailey  
Bradley Russ  
Frederick Booth  
George Landry

NH Association of Fire Chief's  
NH Sheriff's Association  
NH Bureau of EMS  
Public Member  
Verizon  
NH Municipal Association  
NH Public Utilities Commission  
NH Association of Police Chief's  
NH Department of Safety  
NH Federation of Mutual Aids

#### **ABSENT:**

George Valliere  
David Lang

NH Police Officer  
NH Firefighters

#### **OBSERVERS:** Bruce G. Cheney

Peter DeNutte  
Sean Goodwin  
Richard Fowler  
Bobby Silvestriadis  
Robert Brown  
Mike Geary  
Jack DiPesa  
Patricia Magoon  
Amanda Phelps

Executive Director, NHBEC  
Assistant Director, NHBEC  
Engineering Tech. V., NHBEC  
Operations Supervisor, NHBEC  
EMD, Coordinator, NHBEC  
IT Manager, NHBEC  
Training Coordinator, NHBEC  
Verizon  
Acting Audit Supervisor  
Secretary II, NHBEC

The Commission meeting held at the Dwinell Building, 50 Communications Drive, Laconia, NH 03246 was called to order at 11:05 AM by Chairman Douglas Aiken.

**1. Approval of the minutes of the June 14, 2002 meeting.**

**Chairman Aiken motioned for approval of the June 14, 2002 minutes. Commissioner Bernard asked that item 2.C.d. be amended from "the state must be able to match those funds" to read "the state will be required to provide some of the funding for the project." Chairman Aiken motioned for approval of the minutes with the amendment. Commissioner Landry seconded the motion. The minutes were unanimously approved as amended.**

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on the FY03 Budget**

a. Patricia Magoon, Acting Audit Supervisor, reported that the FY02 budget was in balance. The non-lapsed funds that were carried over for FY03 was \$1,073,401.00. Commissioners were provided with copies of the Budget vs. Actual report for June and July.

b. Ms. Magoon explained that she is presently working on the Bureau's FY04 and FY05 budget projections. These projections are to be provided to the Governor and need to be submitted by September 25, 2002. Ms. Magoon explained that a Budget Committee meeting is needed to discuss the budget projections. Chairman Aiken asked that when Commissioner Caron arrived the committee should schedule a date.

c. Commissioner Bernard asked if there would be any major changes in expenses from FY02 to FY03. Ms. Magoon stated that the only change she sees is the TDS contract when that goes through. Ms. Magoon explained that the negative numbers in class 093 are due to the TDS contract and funds need to be transferred.

**2.B. Report on FY03 Surcharge Receipts**

a. Ms. Magoon reported that she is having difficulty in receiving the surcharge receipt payments from a telephone company. Commissioner Aiken suggested that a registered letter should be sent to this telephone company.

Commissioner Caron arrived at 11:11 AM. Chairman Aiken interrupted the meeting to update the Commissioner about the Budget Committee meeting.

b. Commissioner Bailey questioned the Commission on whether or not the surcharge reports should be kept confidential. The Commission agreed that the reports should be stamped "confidential" and "do not distribute". Commissioner Bailey questioned whether the Commission had legal counsel and Mr. DeNutte offered to ask the Attorney General's office about this matter.

## **2.C. Report on Mapping/Addressing**

a. Sean Goodwin, Engineering Technician V, explained that since the last meeting the Mapping Unit has delivered two conversion packages. The decrease, he explained, is due to Alton which has been a time consuming project. Mr. Goodwin stated that Alton should be completed within the next month.

b. Mr. Goodwin stated that the completed towns have grown to a total of 62.

c. Mr. Goodwin informed the Commission that he attended a Selectman's meeting with the Campton/Thornton Fire Chief which addressed the issue of same or similar sounding street names which have caused delays in emergency response. He described his efforts to get street renaming completed.

## **2.D. Report on Remote ANI/ALI Project**

a. Robert Brown, IT Manager, reported that all sites that have the Bureau's equipment have been upgraded to the new Cisco routers. Sites which do not have the Bureau's equipment but do receive information from the Bureau are being upgraded by the Department of Safety. There are two sites which have not been upgraded, Hanover and Exeter, and two which were upgraded, Lebanon and Somersworth, but have not changed the IP address.

b. Mr. Brown updated the Commission on the list of towns which have not decided if they wanted installs. The Technical Support Unit contacted the thirteen towns and have received mixed feedback. Some towns are not getting back to the Bureau and it was suggested by Commissioner Linehan that a once per month correspondence would be sufficient.

c. Mr. Brown explained that representatives from Valor were at the Bureau installing the latest upgrade and have implemented ten sites. Zip drives were installed for future back up. The upgrade also requires more memory for better performance which has been purchased but not installed.

**2.E. Report on Phase I & II**

- a. Peter DeNutte, Assistant Director, explained that US Cellular is still not cooperating.
- b. Mr. DeNutte updated the Commission on the upcoming New England Chapter APCO Conference which is being hosted by New Hampshire. He commended the committee for their hard work.

**2.F. Report on PSAP Operations**

- a. Richard Fowler, Operations Supervisor reported that there are currently four new Telecommunicators who are mentoring in the PSAP. Four more have recently been hired. There are now four full time openings, two full time temporary positions and six part time positions which are unfilled.
- b. Mr. Fowler reports that overall the PSAP is doing well. August was a busy month averaging about 1300 calls per day.
- c. Mr. Fowler updated the Commission on the Seacoast Diversion Pilot Program. An existing policy was rewritten by Mr. Fowler and approved by the Director and participating hospitals. The ultimate goal of this project is to come up with a program based on the statewide CAD that all the hospitals can look at and which the PSAP will maintain.

11:46AM Director Cheney entered the meeting.

**2.G. Report on EMD**

- a. Bobby Silvestriadis, EMD Supervisor, reported that the PSAP maintains a high level of compliance with an average of about 97%.
- b. Mr. Silvestriadis reports that the Continuing Education Program with monthly classes is ongoing to ensure that all telecommunications specialists are qualified for recertification every two years.
- c. Mr. Silvestriadis has updated the EMD Standard Operational Guidelines for call handling with Commissioner Wood. All telecommunications specialists have received a copy and they are in effect.

- d. Mr. Silvestriadis reports that the Concord Fire Department Ride-Along has been a success with 15-18 Telecommunicators participating so far.
- e. Mr. Silvestriadis reports that the Bureau has received EMD re-accreditation for the next three years.

## **2.H. Status of Training**

- a. Mike Geary, Training Coordinator, reported that he will be conducting a Customer Service Course at the upcoming APCO Conference.
- b. Mr. Geary is scheduled to teach an Unusual Occurrences class at the NH Police Academy with Director Sweeney on October 25, 2002.
- c. Mr. Geary reported that the PSAP participated in a Seabrook earthquake/radiation exercise on August 21, 2002. The next exercise is scheduled for September 24, 2002. There will also be a biannual evaluation on October 23, 2002.
- d. Mr. Geary updated the Commission on the Mile Marker Road Sign project which should be completed this week. The PSAP should start getting better location identifications for accidents.
- e. Mr. Geary reports that in the area of Human Resource the Bureau has hired four new Telecommunicators. It is the goal to test and interview by the end of this month to add to the training class. Mr. Geary attended a job fair at the Center of New Hampshire in Manchester where he handed out over 100 applications.
- f. Mr. Geary and Jack O'Connor will be attending the Law Enforcement Symposium on Saturday September 7, 2002. Mr Geary is scheduled to do a Transition Assistance Program on September 10, 2002 for retired military personnel looking for employment. The Bureau has also been invited to participate in a job fair at the Hanscom Air Force Base in Massachusetts.

**Chairman Aiken called for a recess at 11:55AM.**

**Agenda Items 2I through 2M were skipped for time.**

**Jack O'Connor did not appear at the meeting but supplied the attached notes of his activities.**

Commissioner Bailey left the meeting at 12:00PM.

### **3. Contractor's Report**

#### **3.A. Verizon**

a. Jack DiPesa, 9-1-1 Service Manager from Verizon, reported that there were no major failures this quarter in the enhanced 9-1-1 Network. All monthly and quarterly reports were delivered to the Bureau staff on time. Mr. DiPesa reported that six more Verizon switches were upgraded during this quarter.

b. Vice Chairman Linehan commended Mr. DiPesa for his and Verizon's efficient handling of improper conduct by a Verizon employee towards a dispatcher.

c. Director Cheney showed the Commission a map pertaining to "diversity". The map showed eight points that do not meet the criteria for diversity as it is defined by Verizon. Director Cheney handed out a definition of diversity from the Network Reliability Council E9-1-1 Focus Group Report on 9-1-1 Service Delivery Reliability and explained this handout. Chairman Aiken and the Director suggested that the Technical Committee have a meeting with Verizon to answer the question of diversity.

1:00 PM Commissioner Caron left the meeting.

1:01 PM Commissioner Caron returned to the meeting.

### **NEW BUSINESS**

**Item 4, Correspondence, was bypassed in order to address the following New Business.**

#### **5. New Business**

##### **5.A. Discussion on Senate Bill 400, Poison Control**

Additional attendance during this portion of the meeting is as follows:

- Senator Katie Wheeler, Study Committee Chair
- Josh Chamberlain, Senate Aid
- Brook Dupee, Assistant Director, Community and Public Health
- Neil Twitchell, Program Manager, Community and Public Health
- Gina Balkus, Director of Government Relations, Dartmouth-Hitchcock
- Doug Patch, Law Office of Orr and Reno

- Senator James McKay, Committee Member
- Dennis Tobin, Administrative Director, Poison Information Center

a. Senator Wheeler introduced Senate Bill 400, the study committee members and why they are meeting with the Enhanced 9-1-1 Commission. She explained that the Poison Control Information Center has been paid for and staffed solely by Dartmouth-Hitchcock Medical Center. The problem they have now is that in order to be a certified center they need to hire a Medical Toxicologist which they are unwilling to do, but they also do not want to run an uncertified center. The committee and Dartmouth-Hitchcock are now looking at how to fund the Poison Control Information Center.

b. Gina Balkus, Dartmouth-Hitchcock, spoke to the Enhanced 9-1-1 Commission about the history of the Poison Information Center, outlined the state statutes, outlined funding for the center and their relationship with the Department of Health and Human Services.

c. Dennis Tobin, Administrative Director of the Poison Information Center explained in detail a handout given to all the Commissioners. The handout explained the history of the NH Poison Information Center, NH Statutes, new certification requirements and standards, financial impact of the new certification, cost reduction strategies, funding models from other states, and NHPIC and how it relates to E 9-1-1.

During the question/answer period Commissioner Russ asked if the Senate Committee would be asking for the cost of the increase to be funded or if they were asking for the entire Poison Information Center to be funded. Ms. Balkus stated that it is their opinion that the service should go out for bid. Senator Wheeler added that they acknowledge the NHPIC should be responsible for contributing some funds. Director Cheney expressed concern that if the Enhanced 9-1-1 Commission is funding this project it will set a precedent for other organizations to start asking for funds.

d. Brook Dupee, Assistant Director, Community and Public Health, spoke to the Enhanced 9-1-1 Commission about the link between Health and Human Services which focuses on prevention and 9-1-1. Explaining why Health and Human Services cannot be responsible for funding the NHPIC Mr. Dupee stated that HHS is 95% driven by federal mandate which is not a stable funding resource.

During the question/answer period Commissioner Booth asked if other funding avenues have been explored such as the hospitals and insurance companies of patients who call the Poison Information Center. Neil Twitchell, Program Manager, Office of Community and Public Health, explained that nationally Poison Information Centers receive 5% of their funding from hospitals and insurance companies. Commissioner Wurm suggested that rather than adding on to the E 9-1-1 Surcharge that already exists, the NHPIC should approach the Public Utilities Commission for a separate surcharge which should be listed separately on telephone bills.

At 2:05 PM the Senate Committee and guest speakers left the meeting.

Director Cheney stated that he agreed with Commissioner Wurm's statement and added that the Enhanced 9-1-1 Commission should continue participating in Senate Bill 400 in order to be able to effect the outcome.

#### **5.B. Discussion on Senate Bill 441, Interoperability**

a. Director Cheney explained that Senate Bill 441 is a bill that is asking for Radio Interoperability like the State Police has, but including Fire Departments and EMS on the same radio system.

#### **6. Adjournment**

a. Chairman Aiken motioned for adjournment. Commissioner Russ asked to update the Commission about the Amber Alert Project which he says is moving forward in a positive direction. Commissioner Russ asked if he could work with someone from the Bureau. Director Cheney stated that it was decided at the previous meeting that the Bureau will participate in whatever way they are needed.

Chairman Aiken motioned for adjournment. Commissioner Bernard seconded the motion. Unanimously approved at 2:27 PM.

The next scheduled Enhanced 9-1-1 Commission meeting will be held on Friday, December 6, 2002 in the 2nd floor conference room of the James H. Hayes building in Concord, NH.

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WILLIAM WOOD, SECRETARY  
ENHANCED 9-1-1 COMMISSION